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SOUTHWESTERN POWER ADMINISTRATION

UPDATE

JULY/AUGUST/SEPTEMBER FY 2000 - FOURTH QUARTER REPORT

WHITE RIVER RISES AGAIN . . .

at the five multipurpose lakes along its basin ... "We're pretty much at the normal levels we would be at in any typical summer," stated Colonel Thomas A. Holden, Commander, Little Rock District, U.S. Army Corps of Engineers (Corps) on August 9th.

The outlook was not nearly so bright earlier this spring. The lakes, having gone through the fall, winter, and early spring without receiving the high inflows normally expected for that time of year, stood at abnormally low levels. This seriously impacted the in-lake users and concessionaires. With the high energy demands of the summer imminent, it seemed all those with a stake in the operation of the White River system would suffer, as lakes would likely be drawn down further to near-record low levels.



COL HOLDEN

A primary contributor in minimizing the potential impact of the drought is the regional concept originated by the Corps and which they put into play along with Southwestern Power Administration (Southwestern), Southwestern Power Resources Association (SPRA), Associated Electric Cooperative, Inc. (Associated), and competing users.

"The key to our success was early widespread communication and coordination."

Brainstorming began in early spring to address responses should the drought continue. Major players included Colonel Holden; Colonel Leonardo V. Flor, Commander, Tulsa District, Corps; Jim Jura, General Manager, Associated; Ted Coombes, Executive Director of SPRA, along with Southwestern's Administrator, Mike Deihl, all of whom agree that the regional concept is an excellent way to conduct business. They had the following to say about the collaborative efforts to respond to the drought:

Ted Coombes praised the actions of Associated, saying that "The situation at Bull Shoals and Table Rock could have been much worse if Associated had not gone the extra mile to avoid generation there this spring. Rather than generating from these projects — which Associated has the legal right to do — management opted to rely on its thermal generation and to purchase additional energy from other suppliers to make up the difference. This good stewardship came at a cost. Associated spent \$17 million to replace the energy that they normally would have generated at Bull Shoals and Table Rock."



TED COOMBES

Jura agreed that "the cooperation has been excellent among Southwestern, the Corps, Associated and SPRA. It's a very, very difficult situation. Unfortunately, the tough hydro situation coincided with some very high prices in the marketplace in April and May and we purchased a fair amount of power for native load. But I think it was the appropriate thing to do at that time. We feel good about the way everybody worked together and the understanding that everyone showed on the issue."

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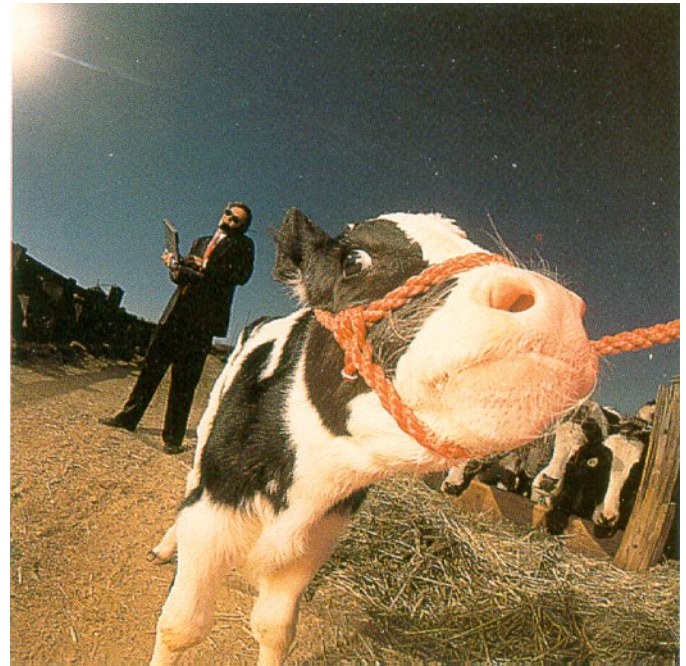
Recruiting in the Wild West Days of the Internet

BY LYNN KING

An Internet Trends Researcher recently provided me with an interesting analogy. He said that right now the Internet can be compared with America's wild west days. During those times, people in the sparsely populated west governed themselves - sort of took the law into their own hands. It was a tough life, but it was also one of the most exciting and talked about times in American history - as well as one of the briefest.

If you're a heavy Internet user, you know it's not for the meek and mild.

You see any and everything, good and bad. It's as if civilization, with its laws, guidelines and ought-to's, does not exist or is so small in number as to have no effect. Internet users basically govern themselves. If you desire to participate in the way this Internet creature will evolve, you're going to have to be out there - in the thick of the wild west days - duking it out with the rest of the brave souls.



And what, you might ask, does that have to do with Southwestern's recruiting program? Well, throw another log on the campfire and pull up a chair, partner, because you are about to hear a saga about recruiting on the Internet. The theme of this tale is: If you're not on the Internet, then where in the Sam Hill are you?

First, let's address the business portion of this saga, as it provides the background we need.

Why bother with recruiting on the Internet? The Internet is the largest information depository the world has ever known. Usage by the average person is increasing dramatically. One does not need a college education or computer science courses to access it. Almost every local library has at least one computer giving its patrons Internet access. A vacancy/recruiting announcement on the Internet is the fastest and cheapest way for the Government to let its citizens know of position openings. The U.S. Office of Personnel Management (OPM) now requires Government agencies to use OPM's Internet web site (www.usajobs.opm.gov) to publicize position vacancies. OPM realized that, in order to compete for applicants in this time of high employment rates, it had to get out there where the people are. Visibility is essential. So, Southwestern is out there, duking it out.

Has the Internet changed the applications we receive? Generally speaking, yes. Even though there are still some positions considered hard to fill, we receive more applications than we did prior to utilizing the Internet, we hear from better qualified applicants, and more have at least minimal computer skills. A well-written recruiting announcement is an important key. More applicants learn about our vacancies through the Internet than did through our older methods.

How has the work of the Personnel Management Specialist (Specialist) changed because of Internet recruitment? The most notable change for this Specialist is increased communication with prospective applicants. Telephone conversations with applicants have tripled, while e-mail correspondence has almost doubled because more people see the announcements. This requires the Specialist to acquire knowledge of personnel programs specifically and of Southwestern's programs in general, thus shifting the Specialist role into more of a generalist than a specialist. Fewer hard copies of announcements are distributed, but more input typing is required since we now prepare hard copy announcements and data input (this is an area which we are considering for process improvement, also).

Second, it's wild out there. How can you win the prize if you don't enter the contest? It makes this Specialist shudder to think of the types of applications we might receive if we were not Internet recruiting. Often, the difficult-to-fill positions simply go unfilled or are filled at less than full competency/journeyman level. The competition for applicants meeting qualifications for hard-to-fill positions is stiff. It has happened more than once that we selected an applicant for a hard-to-fill position only to have the applicant's current employer outbid us. We were outgunned! Next time, we were better prepared for the showdown.

Many applicants will read the Internet announcement and e-mail the Specialist with questions. Nothing wrong with that. Sometimes, however, we get more knowledge than the applicant might desire. An example would be the screen names applicants use in their e-mail to us. We have received requests from milwaukeebeer@, highasakite@, dumanddummer@. Need I say more?

In these days of high employment rates, Southwestern must be right there, battling it out in the virtual streets of the Internet. We must actively seek qualified applicants, or we all will suffer. The Internet is one of the major tools providing us with a fighting chance – a chance to duke it out with the best of them during these wild west days of the Internet. So...

If you're not on the Internet, then where in the Sam Hill are you? You're stuck, I'm sorry to say - stuck back in the 20th Century!

Love Bug Bites!

BY PAUL RICHARD

Like many other government and commercial computer networks, Southwestern was visited by the I LOVE YOU virus in early May this year. About 20 e-mails were sent to Southwestern post office boxes before virus profiles were available to detection software. The virus was actually executed on three computers, but caused minimal damage.

Southwestern mobilized a team of computer professionals to stop any further damage from the virus and to restore the systems and files that had been corrupted. The team took control of the network on a Friday evening and within twelve hours checked and repaired corrupted systems and restored all damaged data files. A methodology was devised to isolate network components while repairing damage to prevent reinfection by the virus. The team developed some tools during this exercise to minimize the effects of future virus attacks. These tools recently detected several copies of the life stages virus before it reached its Southwestern e-mail destination.



INFECTIOUS DISEASE TECHNICIANS: MIYA CREEL, KATHY HACKER, JIM MCGUIRE, ROB BEBOUT, BRENT FULLER, JIM CLARK AND CHUCK COLON.

Tools used by Southwestern to prevent virus infection include:

- Software which checks all e-mail attachments for known viruses before they reach the mail recipient.
- All desktop systems and servers run virus detection software and profiles which are updated frequently to capture new viruses.
- Computer users have been instructed to delete unsolicited e-mail and to use only authorized software on their systems. They have also been advised of precautions to take even if the sender is known.

Crews Team-up to Repair Storm-Damaged Lines

BY KENNY BROADAWAY & LINDA DUNHAM; PHOTOS BY KENNY BROADAWAY

In the early morning hours of Thursday, May 25, severe thunderstorms and tornadoes crossed through the Missouri Bootheel area with winds clocked at 100 m.p.h. These storms tore through the region, destroying homes, tractor sheds, and eight structures on Southwestern's 3014 Kennett to New Madrid Line. Line 3010, Kennett to Paragould, also tripped to lock out.



MOTHER NATURE'S FURY IS UNLEASHED ON SOUTHWESTERN'S TRANSMISSION LINES.

The City of New Madrid sustained damage to its city transmission system, which came back through Southwestern transformer #1 at the New Madrid

Substation, causing a sudden pressure on the transformer. The Jonesboro Substation and Line crews were called out to assess damage and find any problem areas on the system.

The Jonesboro Substation crew performed the necessary switching to clear all damaged lines and equipment. At daylight they tested substation equipment to determine if any damage had occurred.

The Jonesboro Brush crew discovered a tree on line 3010 in the middle of the St. Frances River. They obtained a boat, crossed the river and cut the tree, clearing the line and returning it to normal service.

The Jonesboro Line crew worked all day Thursday assessing damage to line 3014 and hauling material to reconstruct the structures. The Gore Line crew was called in to help and traveled to the Kennett area. All crews met Friday morning to start the restoration process. All the structures were down across cotton fields, a



TIRELESS SOUTHWESTERN CREWS FROM JONESBORO AND GORE LEAP INTO ACTION TO BRING LINES BACK IN SERVICE.

state highway and other transmission lines of neighboring utilities. Heavy rains and additional thunderstorms also prolonged the time required to rebuild the structures. On Saturday six inches of rain fell while crews were working to repair the damage. The water rose as high as two feet around structures and floated away a lot of the wood material. Crews finished the job and returned the line to normal service on Sunday afternoon.

Kudos go out to all those who contributed to this effort: George Baxley, Linda Dunham, Dale Dunn, Loyd Hines, Jerri Keith, Jack Wayer and James Yaneris. Southwestern people embody excellence!



PYLONS ARE LINED-UP TO AVERT A PUBLIC SAFETY HAZARD.



JIM JURA

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Colonel Holden concurred, saying, "As a team we were able to minimize the drought impacts in the White River Basin, minimize generation problems on Bull Shoals and Table Rock Lakes and allow them to refill naturally, to near-normal levels. We worked with the Arkansas Game and Fish Commission to minimize the impacts to the trout fishery. We had great cooperation. It's a real success story."

Wet weather in late spring/early summer throughout the region was a plus. Colonel Flor noted, "We were asked to bring up our lake level elevations in most cases by a foot or two. That was pretty easy for us to do because, fortunately, we had quite a bit of rain in the May-June time frame."



COL FLOR

Administrator Deihl concluded that, "In my 24 years of involvement with the Federal power programs, I have never seen a more successful team effort from a diverse group of stakeholders deal with a very difficult situation in such a cooperative manner. The handling of the White River drought situation required every person to work together and delicately balance the multi-purpose concerns of all water and power users. The competition for the valuable water resource is normally tough to manage, but adding a drought to the mix stretches everything and everyone to the limits. This type of cooperation is the key to our future and, in my opinion, everyone has again demonstrated that the Federal power programs do play an important role in the stewardship of our national resources."

Competing users were kept informed throughout the planning process and reassured that the organizations involved were sensitive to their issues and concerns. Marina and trout fishing resort operators and outfitters were contacted. They were notified that every reasonable effort would be made to accommodate their needs.

The bottom line is recreational opportunities still exist; lake levels in the White River Basin are better now than in March; and no one's drinking water has been curtailed. Colonel Holden saluted the cooperation shown in this effort: "We've done well. The key to our success was early widespread communication and coordination."



MIKE DEIHL

In conclusion, as stated by Bob Faletti, Public Affairs Officer, Little Rock Corps District, "The drought is not yet over; lower lake levels will still occur until we get some normal rainfall. But preventative actions have now set a standard for joint agency cooperation for future droughts throughout the region."

On The Road With Percy Adventures In Inventory

BY PERCY BUTLER

It is my responsibility to keep track of Southwestern's Fixed Assets in the six-state area. It's not an easy task, but someone has to do it. There are stories about various inventory trips that made me want to pull my hair out! Here is a sampling:

My funniest trip: Hardy Radio Station. I arrived at the site and got out of the vehicle to open the outer gate. All of a sudden, two gun shots rang out! My military training kicked in and I immediately dropped to the ground. Why would anybody be shooting at me on our own property? I looked around and realized there were two men on a firing range across the road. You never know: someone can have a bad day and make you a part of it.

The strangest visit: Almond Radio Station. Opening the door to the microwave radio room presented no problems. On the other hand, entering the generator room revealed a big problem! One side of the back wall was covered with bees. My fast retreat resulted in the door remaining open; I took a deep breath, ran up to the door and slammed it, then drove to the Jonesboro Area Office to share my adventure. The electronic technician on duty went to rectify the situation. I saw him a couple of days later and asked about his extermination method. It seems that each radio station generator room has an exhaust fan. He simply turned it on and sucked the bees right out. I can't wait to see if there are any bees on my next visit.

The longest route: Any Radio Station. These visits can be nerve-racking. The microwave radio tower is visible in the distance and you know that you are close. But seeing the tower and finding it are two different matters entirely. One road can suddenly end, forcing you to try another and yet another until you find the right one. Several of the radio station sites are difficult to locate, but it is the most exciting part of my job.

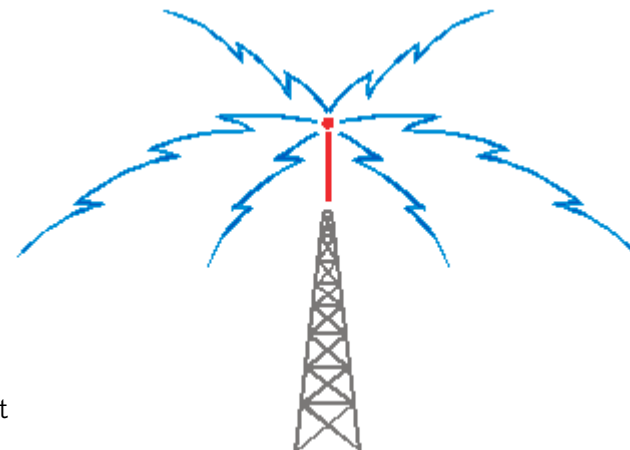
Keeping track of our assets/property is not all fun and games. There are mental, physical and spiritual challenges every day. I get continual asset/property inquiries and usually respond within 10-30 minutes. I am working with Maintenance and Engineering to maintain the most complete inventory ever. We are striving to make this area consistently excellent. My thanks to all who have assisted in that effort.

Wired for Wireless, Leased in Space

BY PERRY HENSON

Southwestern and Public Service Company of Oklahoma (PSO) recently signed a five-year licensing agreement leasing antenna space to PSO on Southwestern's Allen, Oklahoma microwave tower. The lease was entered into under authority of the Telecommunications Act of 1996, and the Presidential mandate to utilize Federal property to facilitate the build-out of the Nation's wireless communications system. Revenues will be used to reduce Southwestern's debt to the U.S. Treasury.

Southwestern operates 42 radio sites throughout the region. Companies interested in leasing antenna space may contact Perry Henson at 918-595-6614.



Trek to Track Contracts

BY GARY BRIDGES & LINDA MORRIS

During the past two years DOE Procurement Headquarters has asked for copies of Southwestern's performance-based contracts. They wanted to use them as models for training purposes and distribution to other DOE agencies. A major factor of the good reviews Southwestern received from DOE headquarters was the relative ease of administering these contracts. Most areas have clearly measurable requirements and minimize the administrative burden on the various program personnel who track contractor performance.



Performance-based contracting had its origins in the early 1990s from direction issued by the President's Management Council and the Office of Management & Budget. DOE has now mandated, as part of each agency's self-assessment review, that 100% of service contracts awarded be performance-based.

In 1997, a performance-based contract team was formed to do an in-depth study of this type of contract. They issued a report in August of that year, recommending converting existing support service contracts to performance-based when they were up for renewal. To date, Southwestern has three performance-based contracts in place for drafting, administrative, and technical support services. The IT (information technologies) support services contract is in the process of being converted to performance-based.

Contract performance is measured at three primary levels: 1) does not meet standards; 2) meets standards, and 3) exceeds standards. Contractor profit/fee is based on the three elements above. The same concept flows down to the individual contract employees - their salary adjustments are based on their performance and how they meet these standards. These criteria are negotiated prior to contract award and can be changed as needed. If the three entities (program office, contractor, and contracting officer) work together as a team, there are benefits to all parties - the program office shows increased productivity, the contractor can increase profits, the contract employee can make additional salary, and the contracting officer realizes a greater benefit to the Government by improved contract performance.

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Because new viruses are being created daily no virus detection software is foolproof. Southwestern is continually evaluating and upgrading its virus detection tools. An educated computer user is essential to virus prevention and users are urged to notify computer security personnel whenever they suspect any cyber security problems.

Southwestern's Strategic Goal #1 is to market and deliver all available hydroelectric power from U.S. Army Corps of Engineers dams while balancing power needs with the diverse interests of water resource users. Objective 4 of this strategic goal is to ensure the security of and enhance information technology management system needed to meet Southwestern's mission goals. The methodology used in recovery from the I LOVE YOU virus attack and the countermeasure tools developed to reduce future threats are examples of Southwestern addressing this objective.

Southwestern's Information Resources Management has entered into an alliance with its counterparts at the other Power Marketing Administrations. The objective is to improve unclassified cyber security procedures in place at all member locations. Alliance members will also audit unclassified cyber security programs at each location. In addition, they will present a consistent response to external requirements affecting unclassified cyber security. Members of the alliance will periodically teleconference or meet face to face throughout the year.

Retirees Gone But Not Forgotten

Joe Durham, Electrical Engineer (July 28): "Thank you to everyone at Southwestern, both Feds and contractors, for thirteen wonderful years. Working here has been a genuine pleasure. I will miss you greatly. But ... I won't be far away, so I look forward to staying in touch. Thank you, Southwestern ... You're the very best! May God bless and keep you all."



Grady Martin, Lead Power System Dispatcher (June 1): "I will be leaving with 34 years of Federal service, 13 of which have been with Southwestern. My career has been a rewarding one, and I have seen many changes. I am leaving with a sense of accomplishment and yet a sense of sadness when I think of not seeing all of the people that I have dealt with on a daily basis. I will miss all of you. But life goes on, and I will see you from time to time. God bless you all!"

Duane Pratt, Budget Analyst (June 1): "I want to thank everyone for their friendship here at Southwestern. I have enjoyed working with the employees. This is a good place to work, but I have reached some goals and now it is time to move on to other things I want to do."



HISTORICAL HIGHLIGHTS

"...These hydroelectric power developments will be forever a national yardstick to prevent extortion against the public and to encourage the wider use of that servant of the people – electric power..."

FRANKLIN D. ROOSEVELT, 1932

Welcome To Southwestern

Miya Creel, Computer Specialist, Tulsa
Dean Graham, Computer Specialist, Springfield
David Sargent, Electrical Engineer, Tulsa

SOUTHWESTERN POWER UPDATE

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